

ABSTRACT

An event notification system notifies one or more designated persons of an event or emergency that has been reported by an endpoint to a receiver. When a call is received by the receiver, an event notification process identifies the endpoint. One or more designated persons are identified that should be notified when a call is received from this endpoint. The notification message that is generated and optionally the particular designees that are notified can be based on information about the call. The event notification may be triggered by a received call. The designated persons can be notified by an event notification system using a communication flow expression according to the delivery preferences of each designated person. The disclosed event notification system optionally obtains the responses of the designees, and records the status of the notification process.